



## Problem Resolution Mailboxes for Tax Preparers

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Electronic mailboxes have been established to allow tax preparers to contact a Department of Revenue representative directly to resolve billing and refund problems.

To ensure that your questions are properly assigned, tax preparers should address their inquiries to the appropriate mailbox according to the inquiry type: (Please select one below)

- [Individual income tax billing inquiries](#)
- [Business tax billing inquiries](#)
- [Refund inquiries](#)
- [General questions](#)

To aid in the research and problem resolution, tax preparers should include the billing letter number or other information sufficient to identify the taxpayer and any other pertinent information including the tax preparer's telephone contact information.

Emails sent to the tax preparer mailboxes will be acknowledged automatically upon receipt. Responses will be issued promptly to notify the tax preparer of the problem's resolution.

During the income tax rush, please allow seven days before following up on inquiries sent to the problem resolution mailboxes.

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